

## Vermont Mental Health Performance Indicator Project

DDMHS, Weeks Building, 103 South Main Street, Waterbury, VT 05671-1601 (802-241-2638)

### MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project  
Advisory Group and Interested Parties

FROM: John Pandiani  
Janet Bramley

DATE: February 14, 2003

RE: Combinations of Services to CRT Clients

In June of 2000, the Vermont Performance Indicator Project Advisory Group recommended that: "...indicators of mental health services provided/received that are listed below be published on at least an annual basis... Indicators should be published for the state as a whole and for each of the state's service areas. Indicators that focus on services provided should include data on the types of service provided overall and the combinations of services provided to individual service recipients." (<http://www.state.vt.us/dmh/Data/PIPs/pipPerfIndRecs.pdf>) Overall, clinic-by-clinic comparisons of services provided are published on an annual basis in the Annual DDMHS Statistical Reports (<http://www.state.vt.us/dmh/Data/annualstatisticalrpts.htm>).

This week's PIP provides a profile of service delivery that focuses on combinations of the four major categories of outpatient treatment service provided by CRT programs for adults with severe and persistent mental illness in Vermont. This analysis is based exclusively on Monthly Service Report data files submitted by designated agencies to DDMHS for FY2002. "Community supports" (formerly reported under the broader Case Management category), include individualized and goal-oriented supports, which assist individuals (and families) in developing the skills and social supports necessary to promote positive growth. "Medchecks" includes evaluating the need for psychoactive medication, prescribing medications, and monitoring patients' reactions to prescribed drugs. "Psychotherapy" includes all psychotherapeutic services formerly reported as individual, family and group therapy. Vocational services include services designed to assist in the establishment and achievement of career and work goals.

As you will see, there were substantial differences in the rate at which CRT clients received different combinations of outpatient treatment services. Statewide, the combination of community supports and medchecks was the most common combination of services (21%) followed by the combination of community supports, medchecks, and psychotherapy (19%). Very few clients (less than 3%) received only psychotherapy services, or received only the combination of vocational and community support services.

There were also substantial differences in the combinations of treatment provided in different regions of the state. The combination of community supports and medchecks with no other

outpatient treatment services, for instance, was received by large numbers of CRT clients at the Howard Center for Human Services and at Rutland Mental Health 43% and 36% respectively, but this combination of services was received by less than 10% of CRT clients at Northeast Kingdom Mental Health Services and United Counseling Services, and less than 3% of CRT clients at Healthcare and Rehabilitation Services of Southeastern Vermont. One-third of all CRT clients at the Clara Martin Center received all four types of service under examination, while only 7% of CRT clients at the Howard Center for Human Services received all four types of service.

We look forward to your comments on the variation in practice patterns observed in this analysis and your suggestions for further analysis to [pip@ddmhs.state.vt.us](mailto:pip@ddmhs.state.vt.us) or 802-241-2638.

## Combinations of Outpatient Services (Community Supports, Medchecks, Psychotherapy, and Vocational)

### Provided by CRT Programs in Vermont: Percent of Clients by CRT Program Provider FY2002

SERVICE COMBINATION	STATE (N=3323)	CSAC (N=166)	NCSS (N=252)	HCHS (N=656)	LCMH (N=155)	HCRS (N=434)	NKHS (N=435)	CMC (N=181)	RMHS (N=352)	UCS (N=202)	WCMH (N=490)
<b>All Four Service Types</b>	<b>17%</b>	<b>27%</b>	<b>25%</b>	7%	15%	15%	<b>22%</b>	<b>33%</b>	10%	<b>31%</b>	<b>18%</b>
<b>Community Supports with</b>											
Medchecks & Psychotherapy	<b>19%</b>	<b>29%</b>	<b>16%</b>	9%	15%	<b>18%</b>	<b>30%</b>	<b>22%</b>	<b>16%</b>	<b>20%</b>	<b>27%</b>
Medchecks & Vocational	9%	10%	8%	<b>17%</b>	13%	-	6%	6%	<b>18%</b>	6%	7%
Psychotherapy & Vocational	3%	-	-	-	-	<b>19%</b>	-	-	-	3%	-
Medchecks	<b>21%</b>	14%	13%	<b>43%</b>	19%	-	9%	<b>19%</b>	<b>36%</b>	9%	<b>25%</b>
Psychotherapy	7%	4%	-	-	4%	<b>34%</b>	3%	4%	-	4%	5%
Vocational	-	-	-	4%	8%	-	3%	-	-	-	-
<b>Other Combinations</b>											
Medchecks & Psychotherapy	4%	-	10%	-	-	-	12%	-	6%	4%	3%
Other	3%	-	4%	3%	3%	3%	4%	-	5%	-	-
<b>Single Services</b>											
Community Supports only	9%	6%	8%	15%	<b>17%</b>	7%	5%	10%	5%	8%	5%
Medchecks only	3%	4%	10%	-	5%	-	5%	-	-	8%	3%
Psychotherapy only	-	-	-	-	-	-	-	-	-	3%	-

Based on analysis of Monthly Service Reports submitted by designated Community Service Providers. Column entries indicate percentage of clients within each program (column totals). Percentages in bold type indicate more than 15 % of the clients receive a service combination. A ' - ' indicates fewer than 3% of the clients receive a service combination.